

Fig. 1

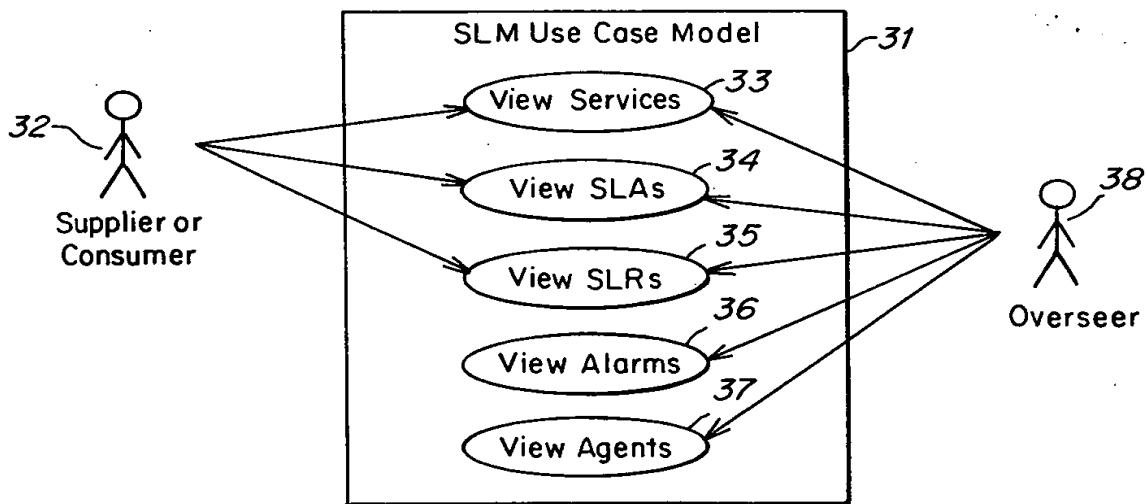


Fig. 2

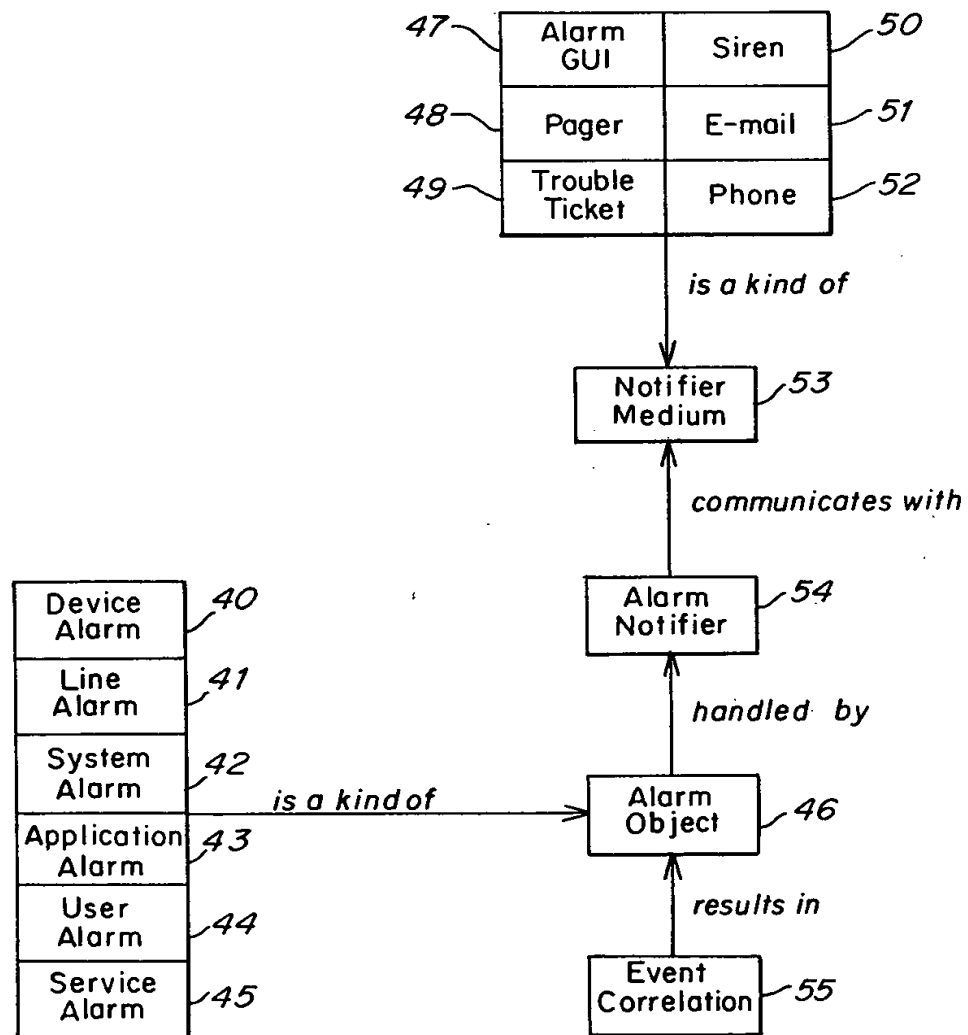
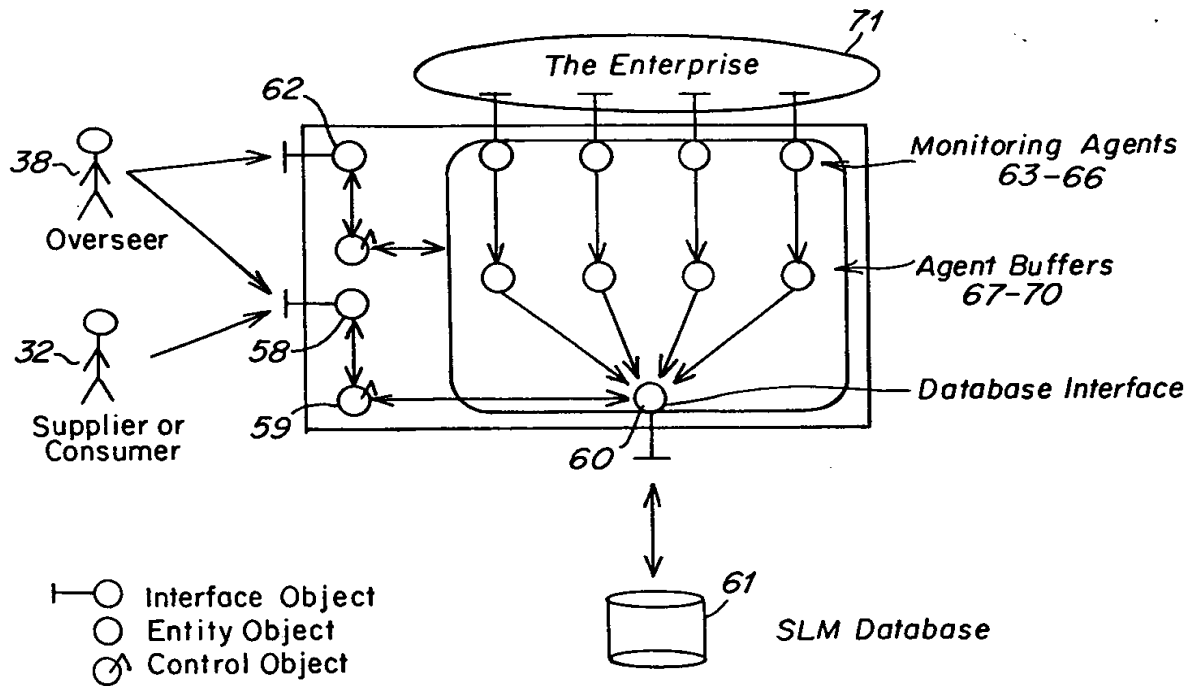
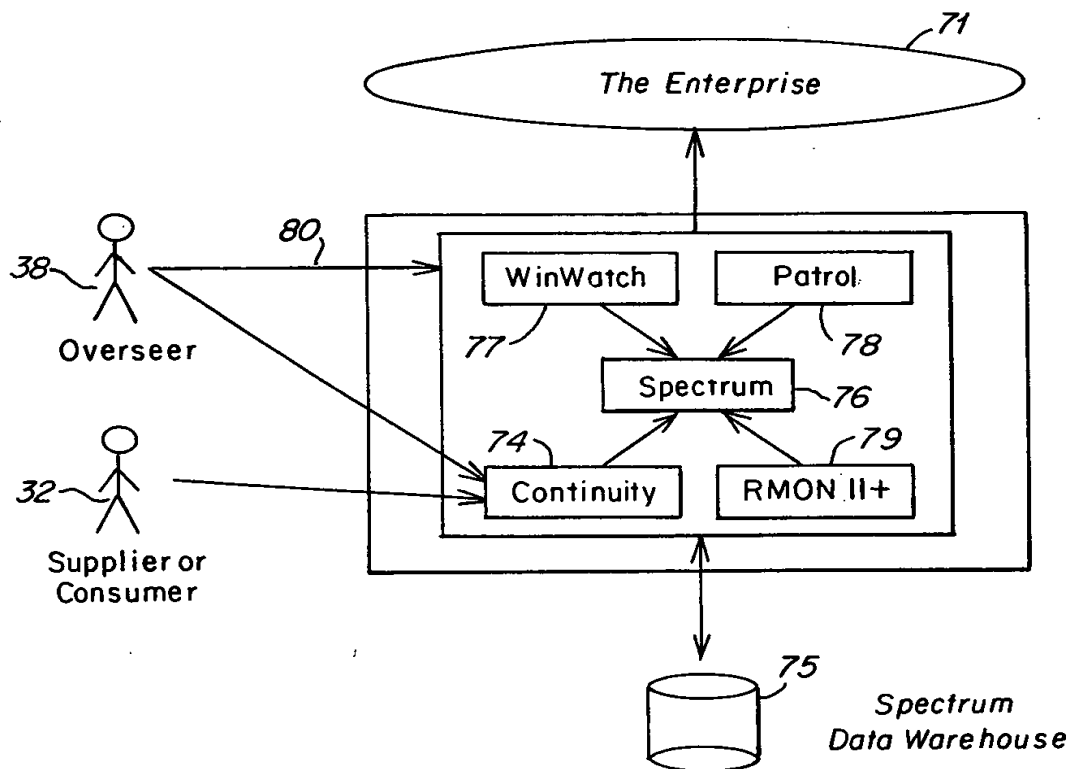


Fig. 3

**Fig. 4****Fig. 5**

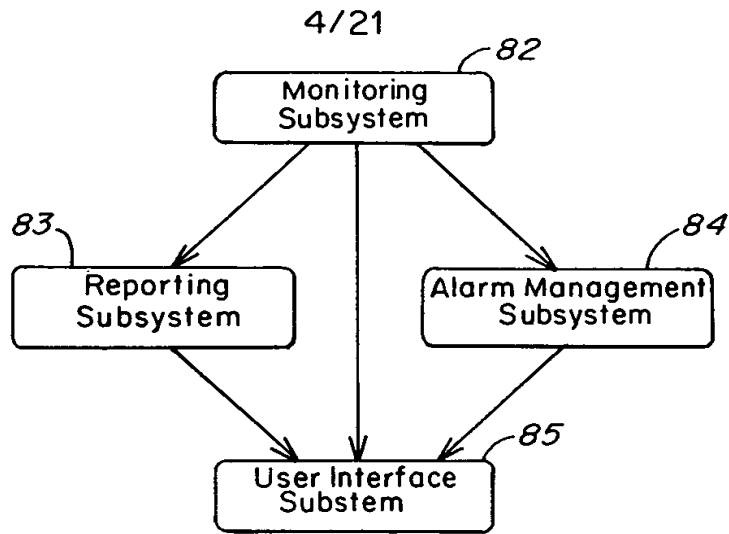


Fig. 6

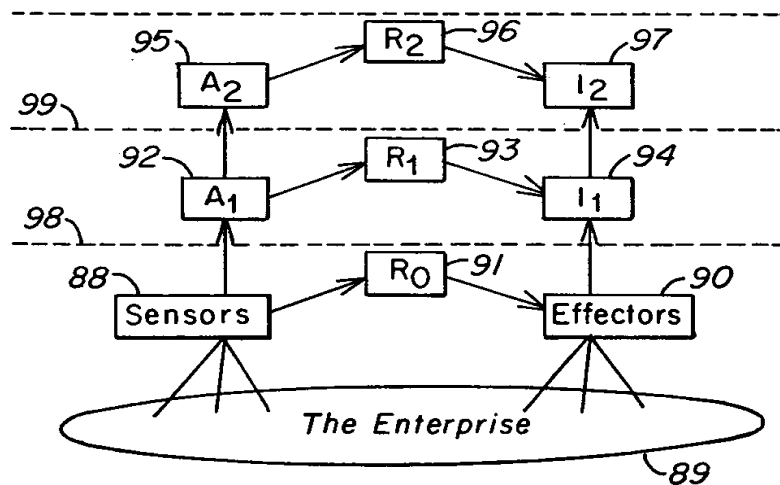


Fig. 7

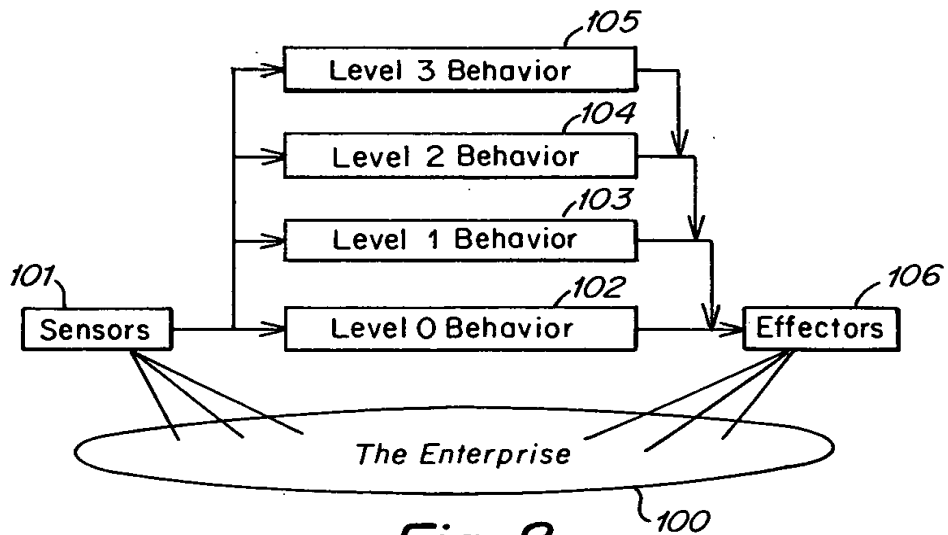


Fig. 8

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Level 2 Abstraction,
Reasoning, Instruction

Level 1 Abstraction,
Reasoning, Instruction

Level 0 Abstraction,
Reasoning,
Instruction

Monitoring

Auto
Control

Human
Control

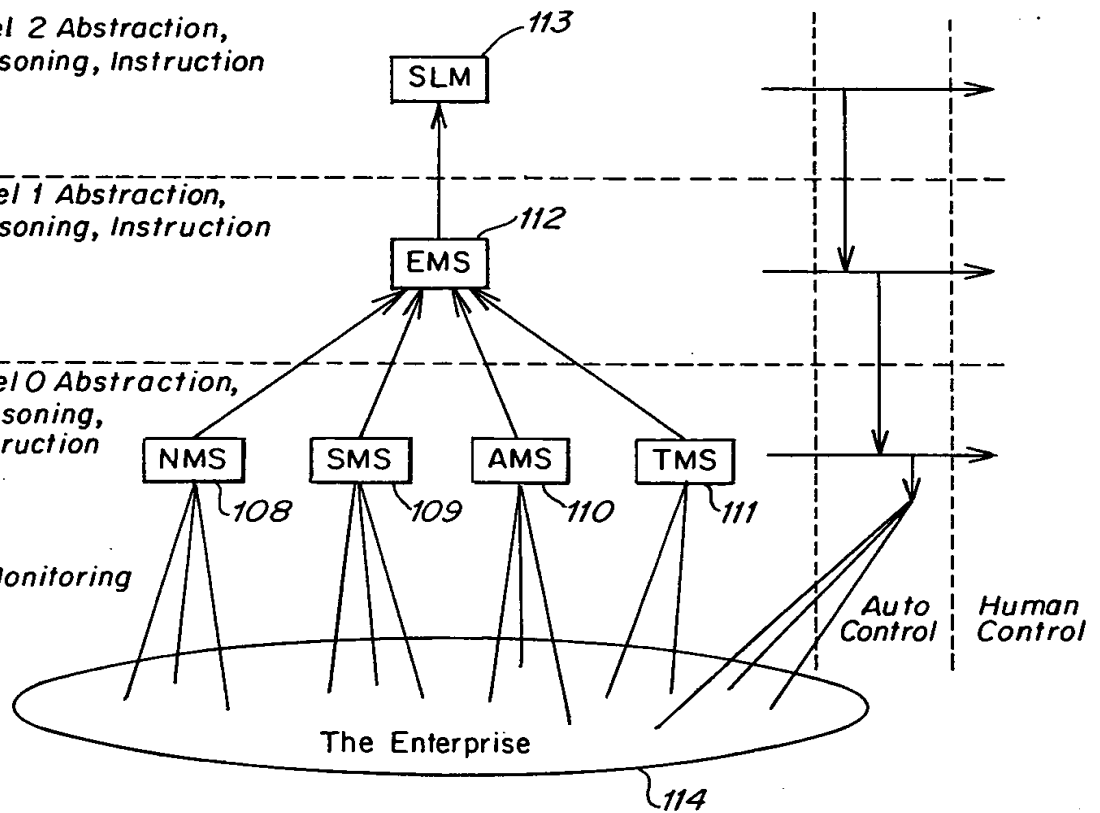


Fig. 9

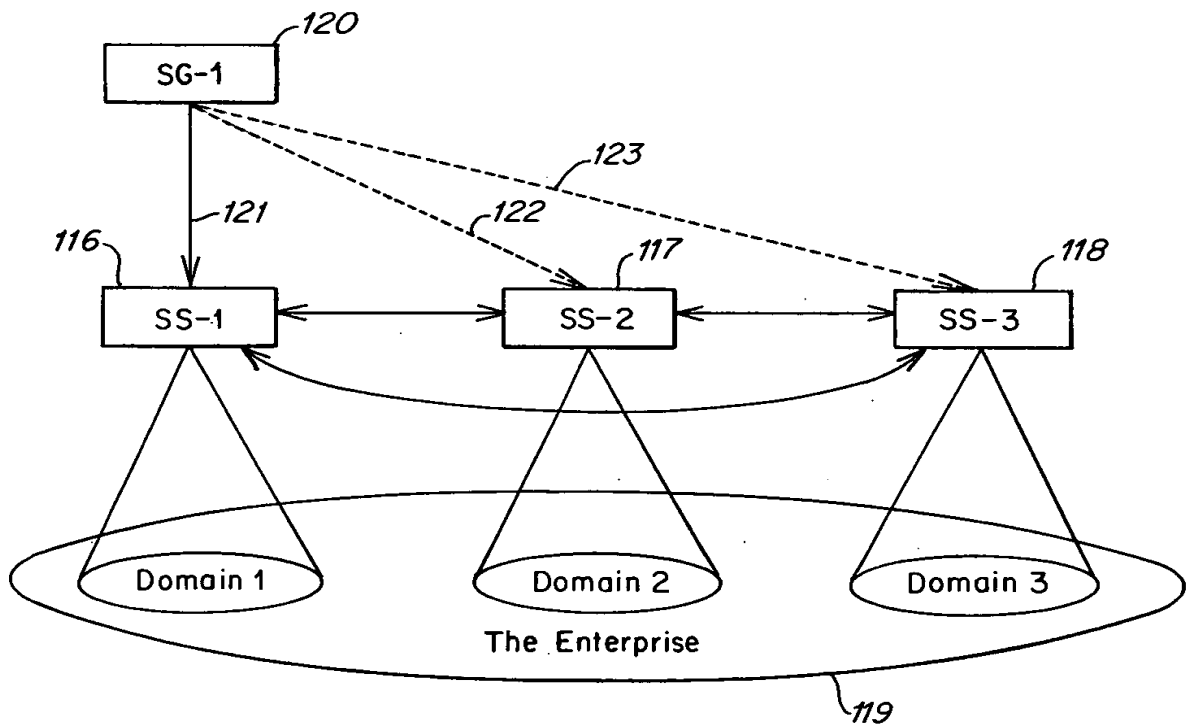


Fig. 10

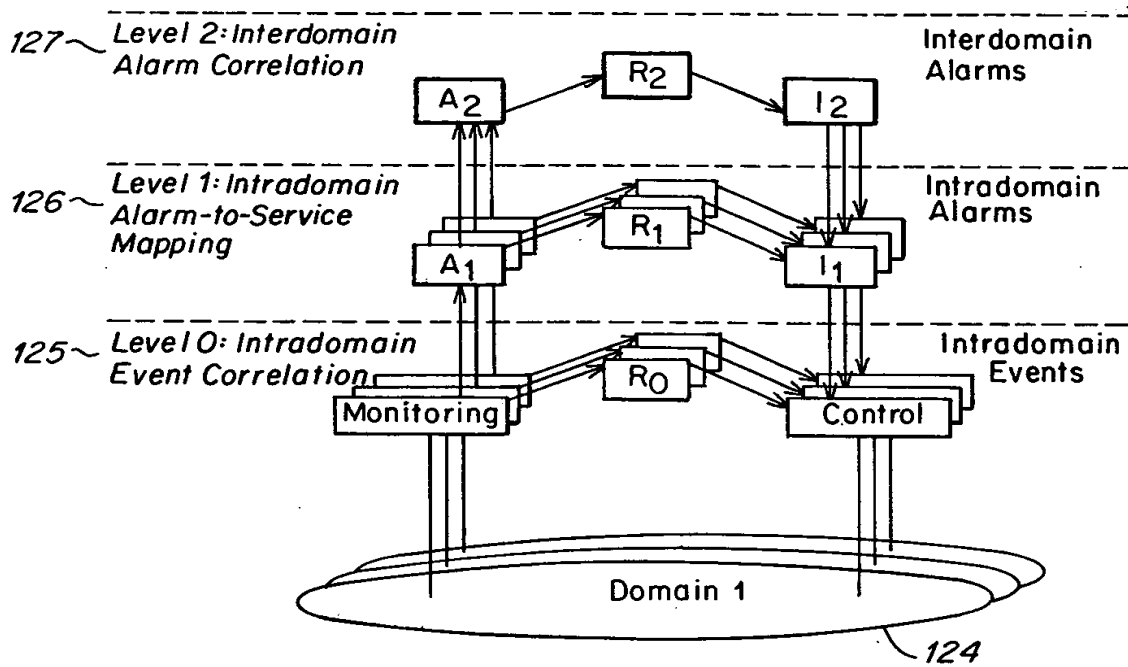


Fig. 11

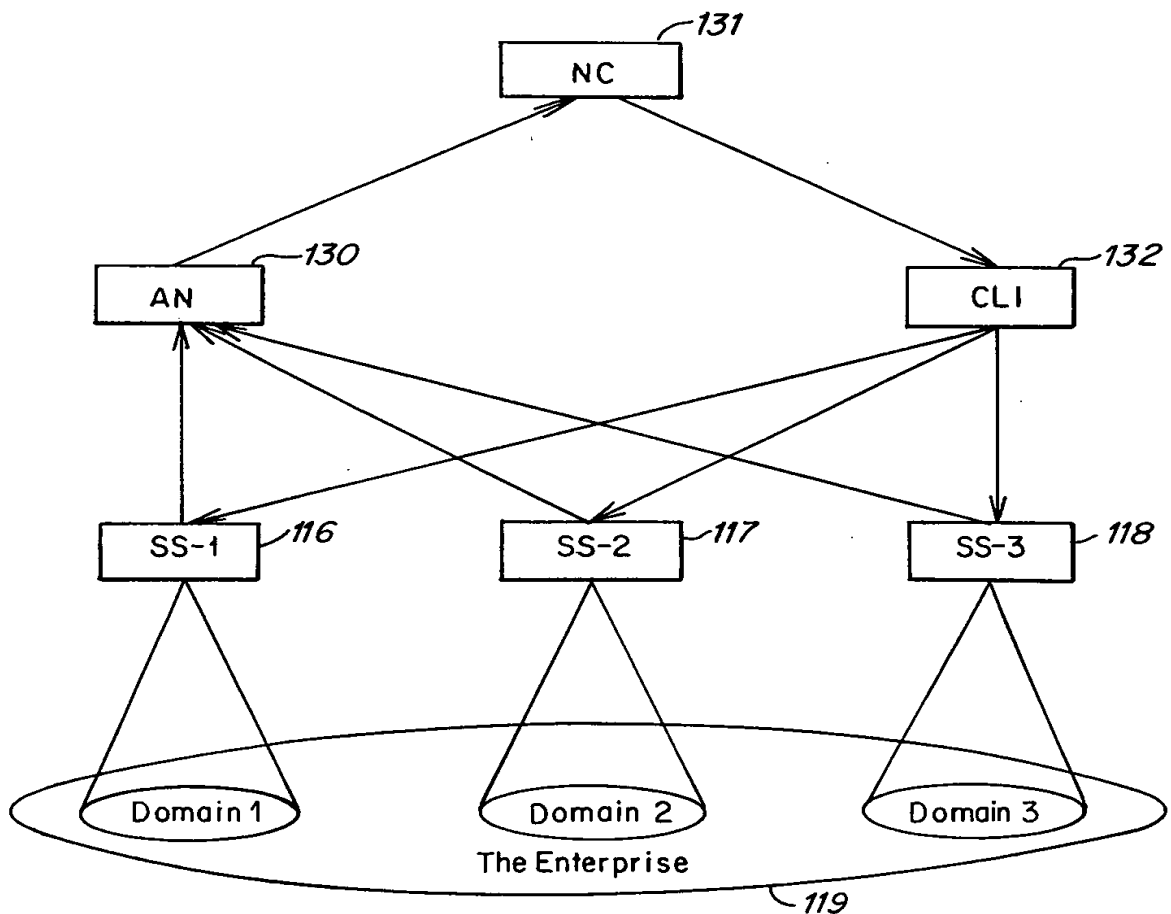


Fig. 12

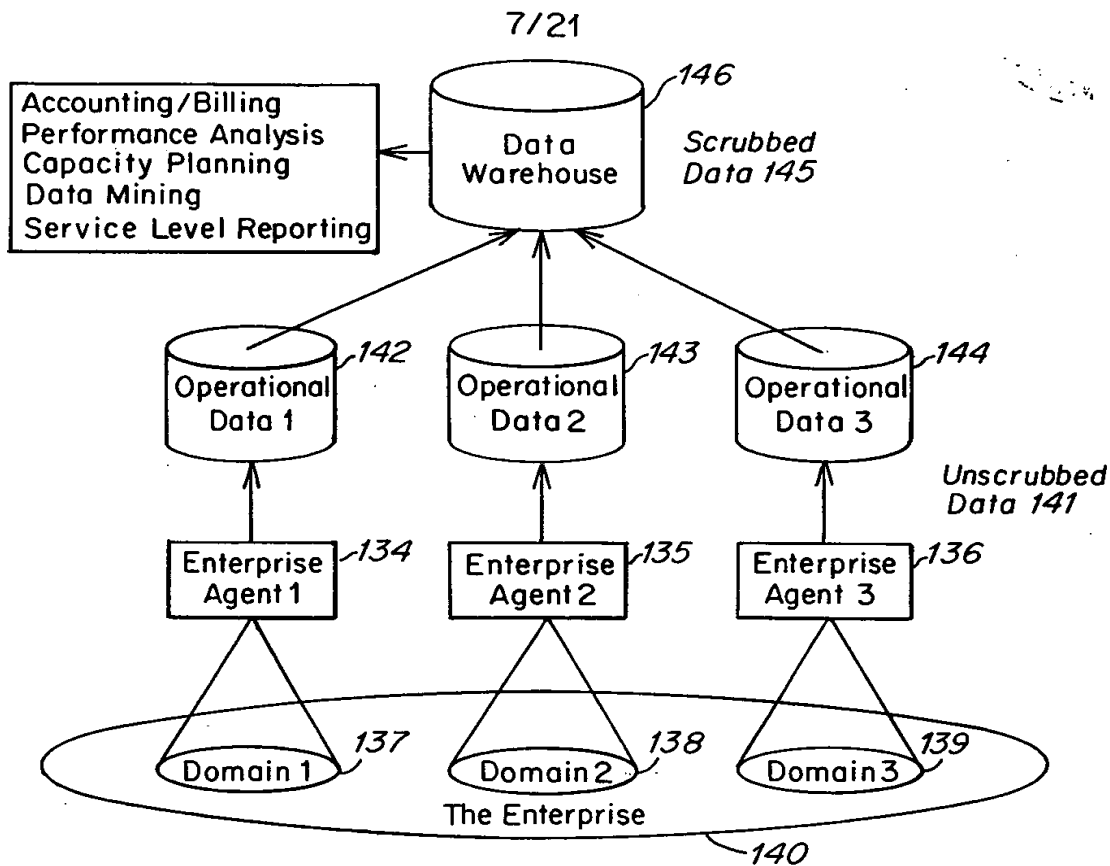


Fig. 13

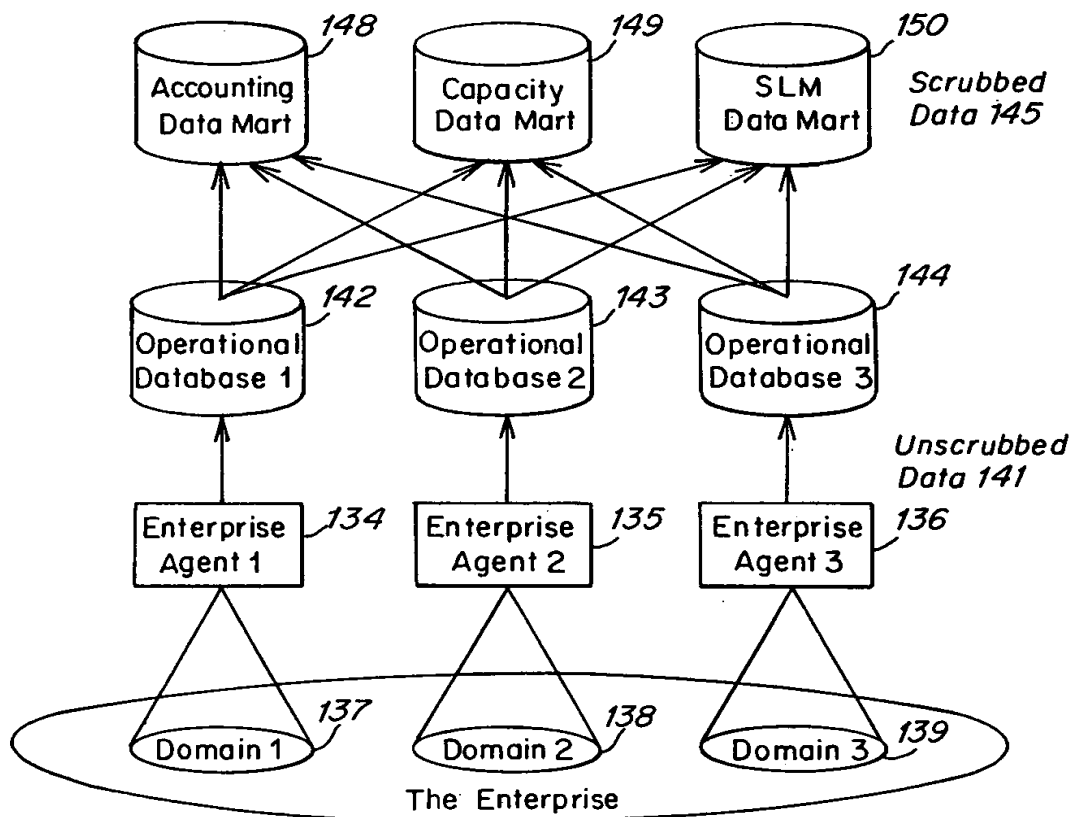
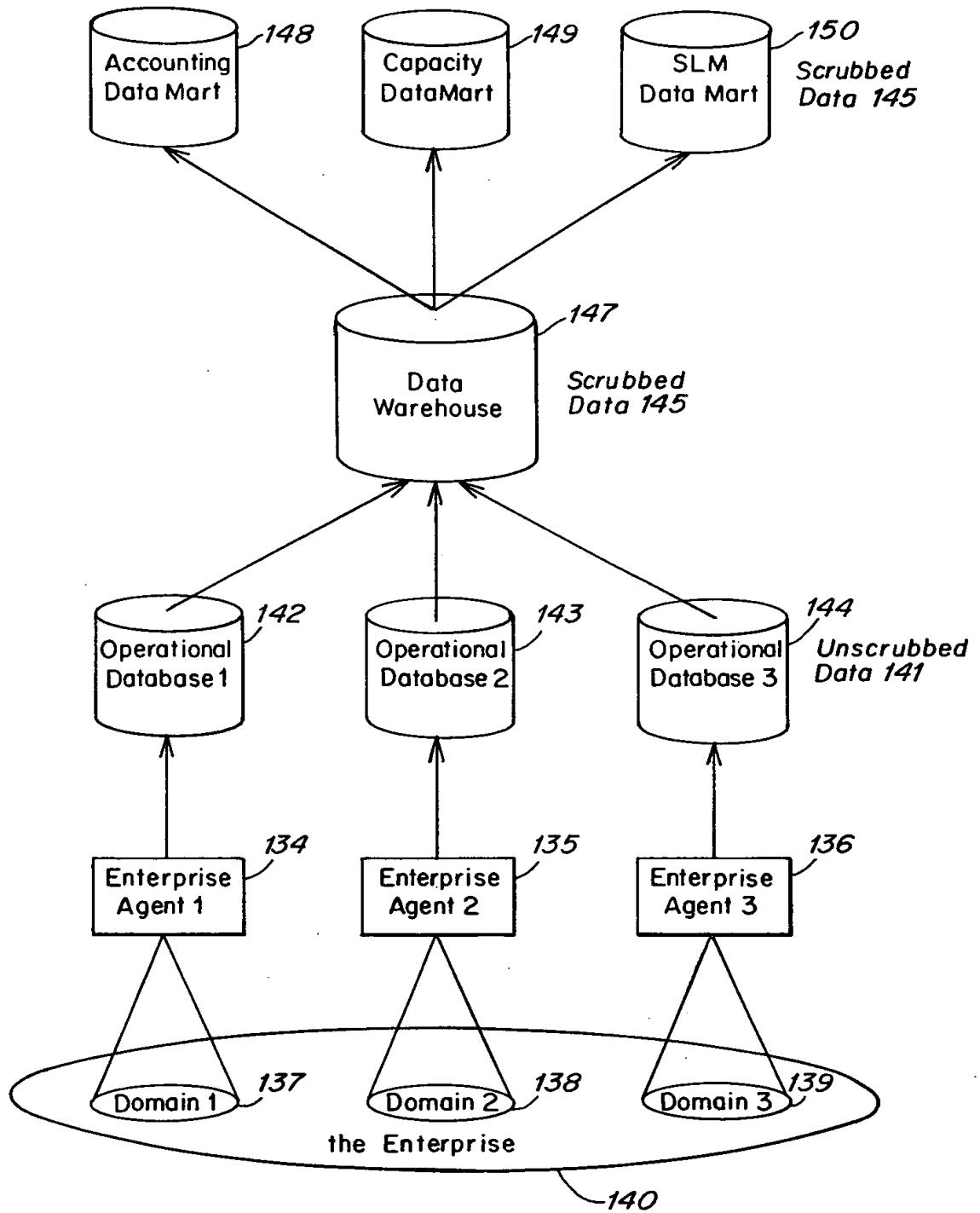
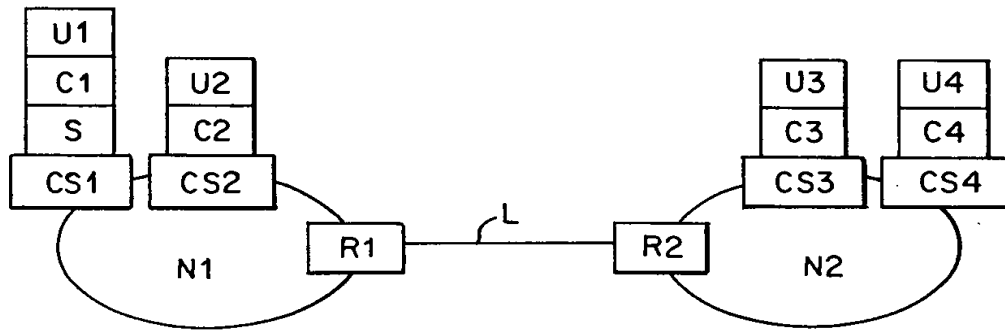
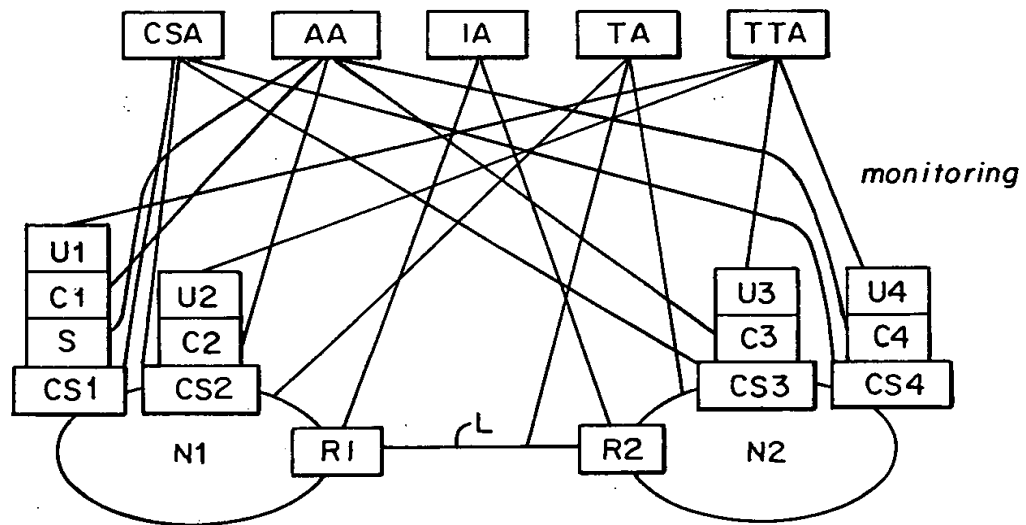
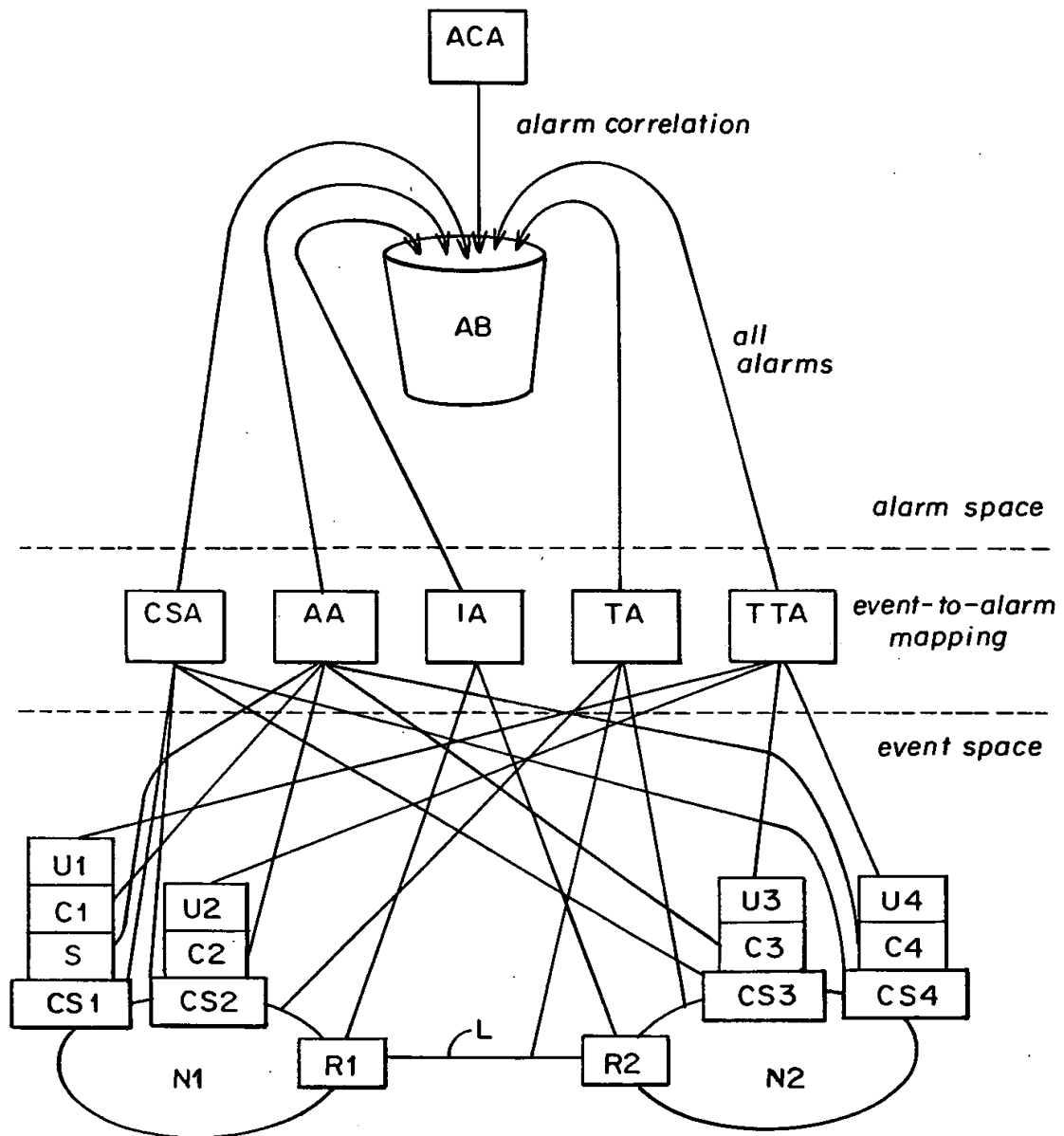


Fig. 14

**Fig. 15**

*Fig. 16**Fig. 17*

*Fig. 18*

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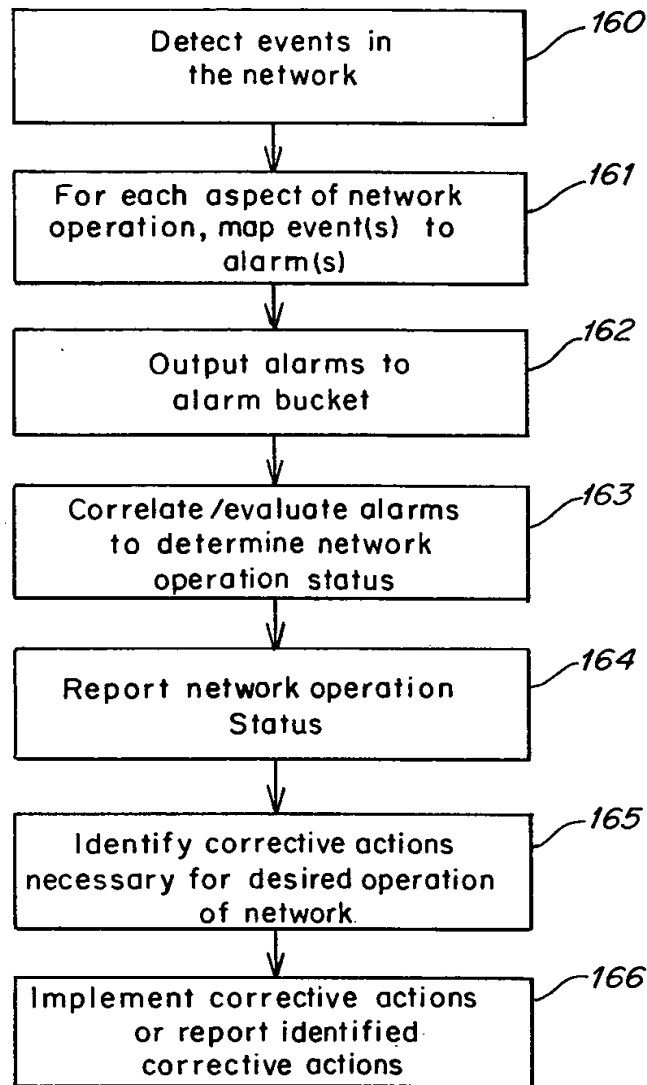


Fig. 19

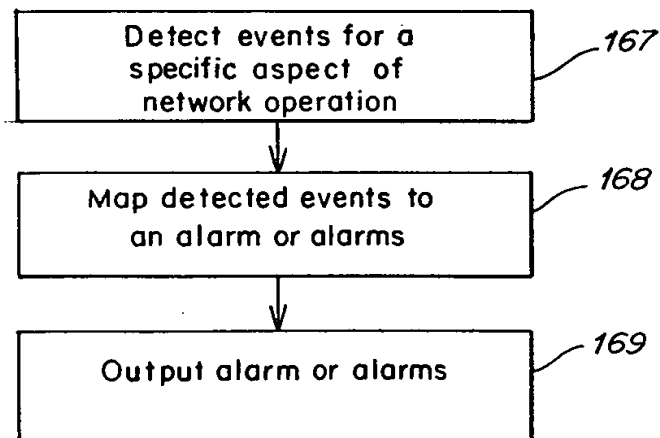


Fig. 20

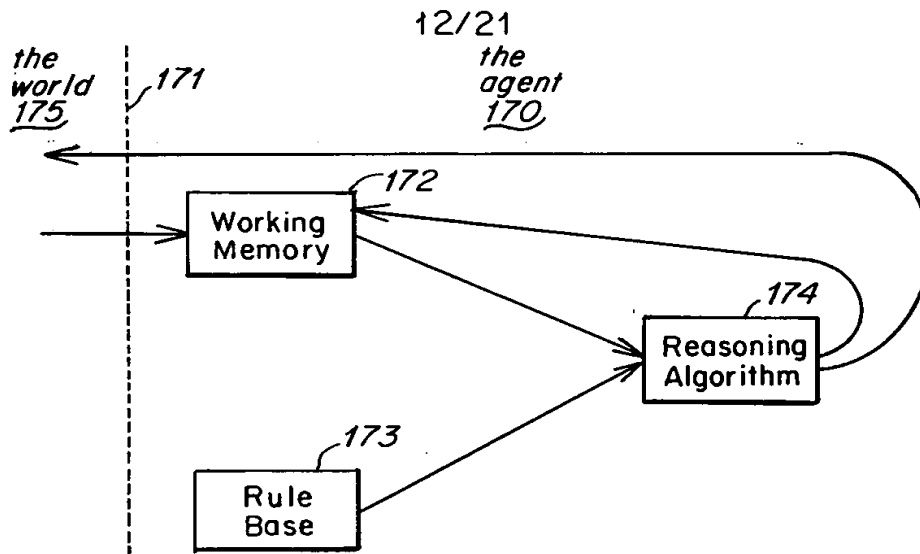


Fig. 21

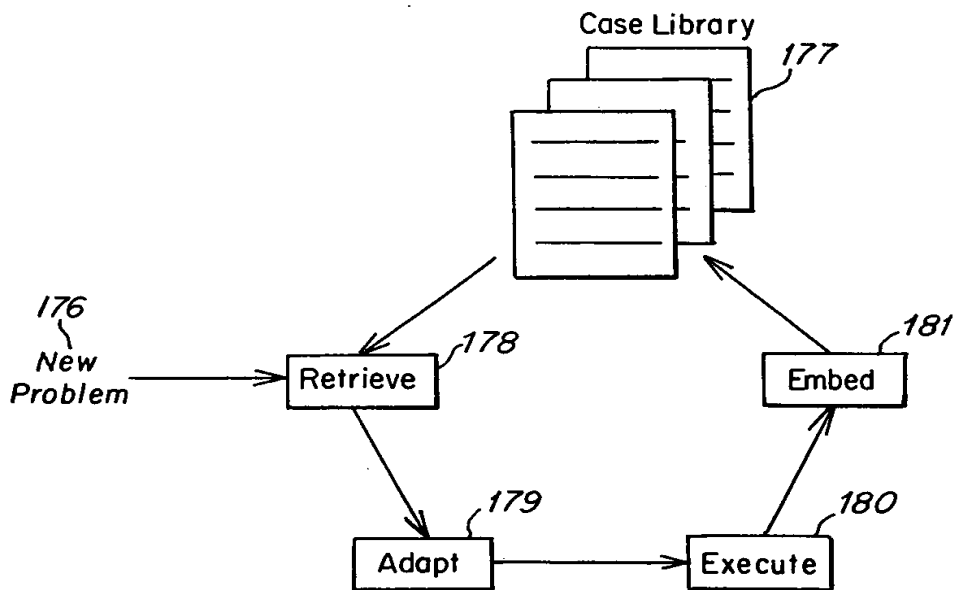


Fig. 22

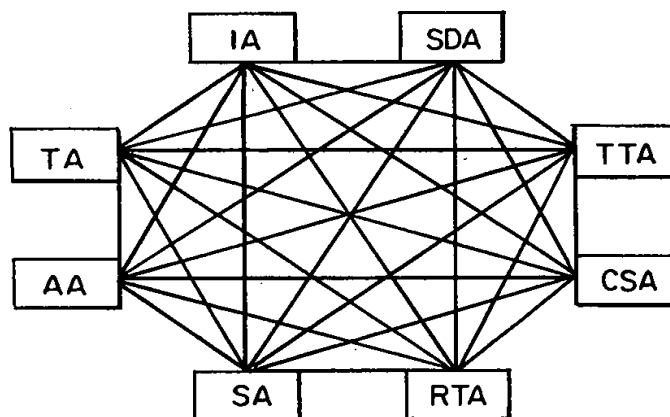


Fig. 23

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Friday January 5 2001 191			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

Fig. 24

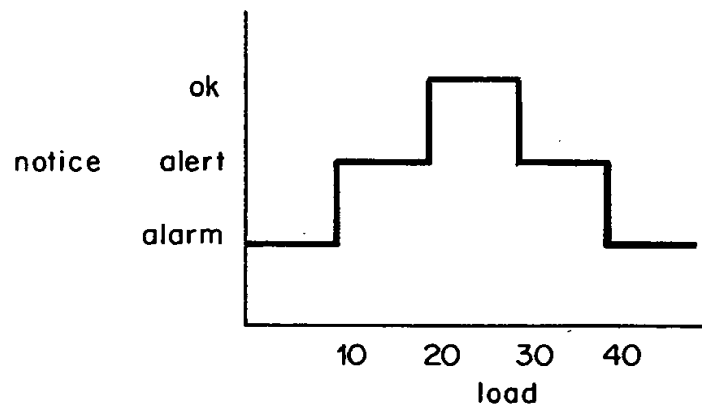


Fig. 25

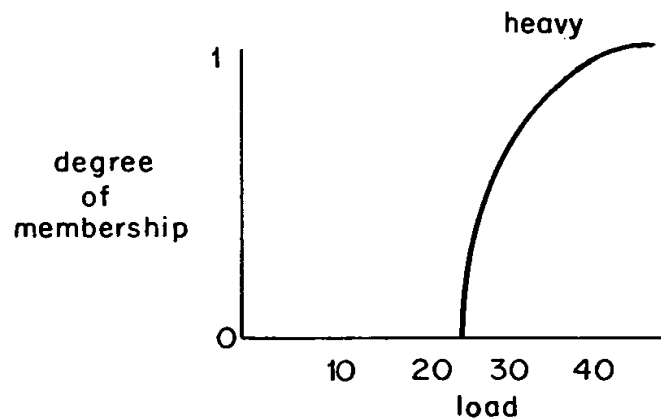
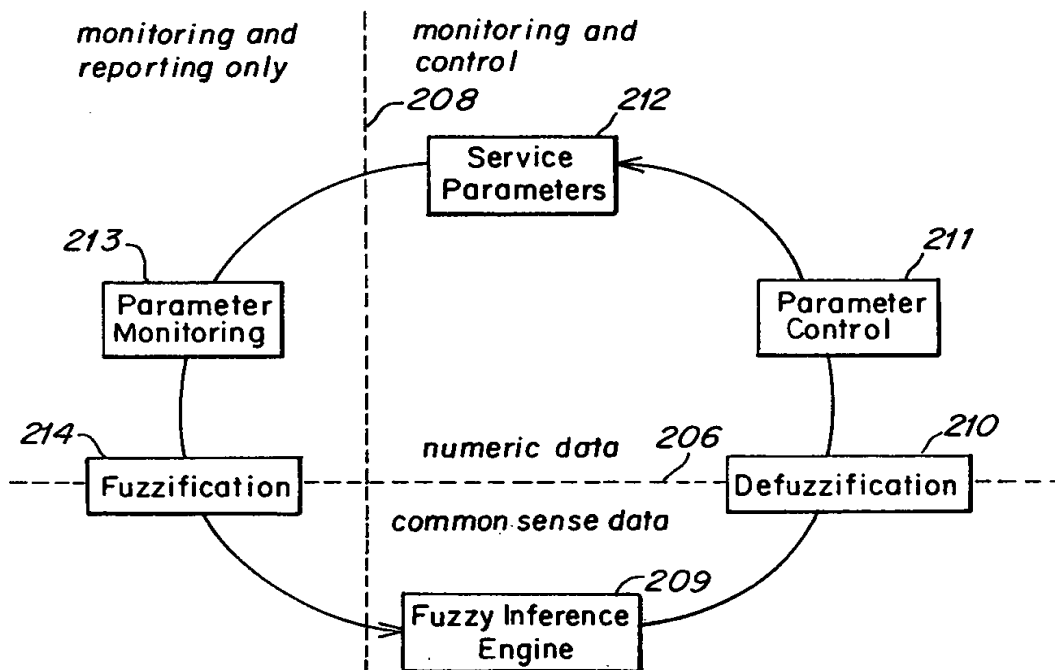
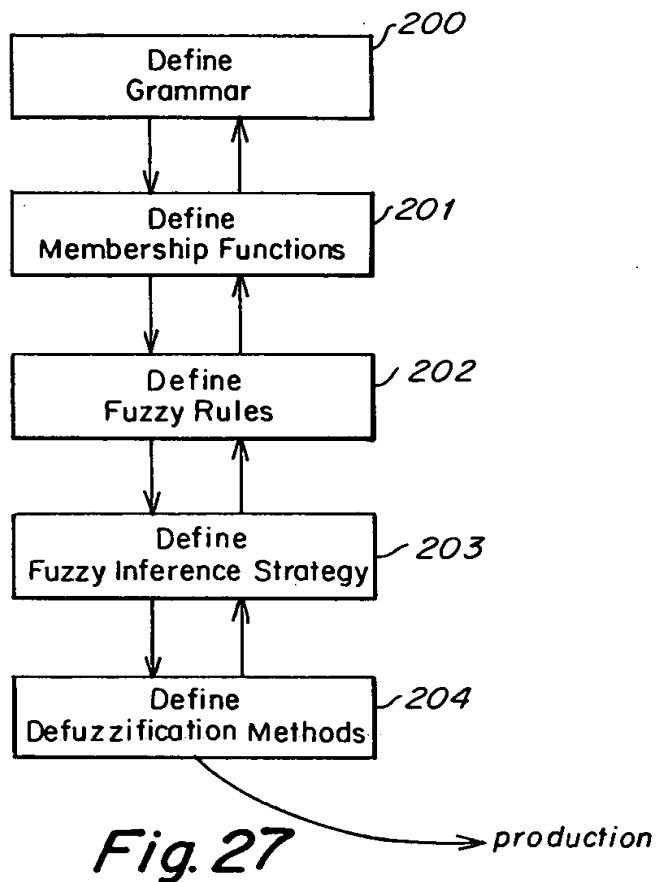


Fig. 26



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possible influences on SP-225

target-224

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
.								
.								
.								

222

Fig. 29a

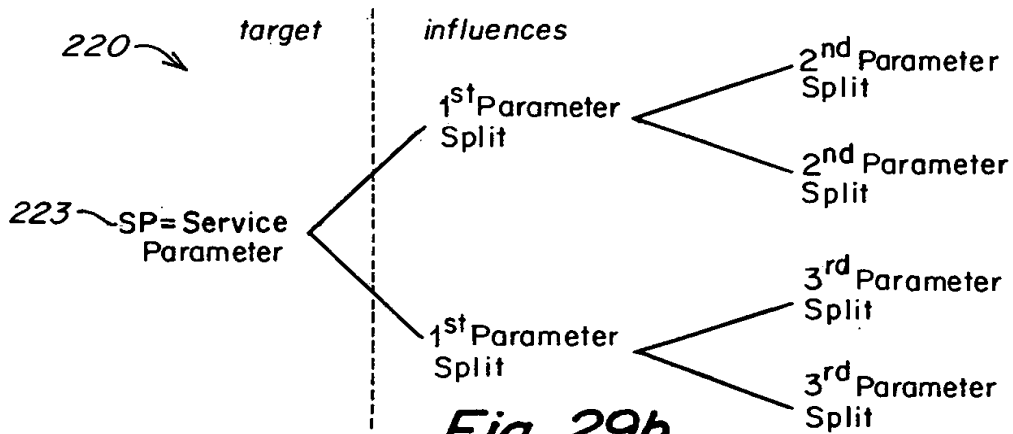


Fig. 29b

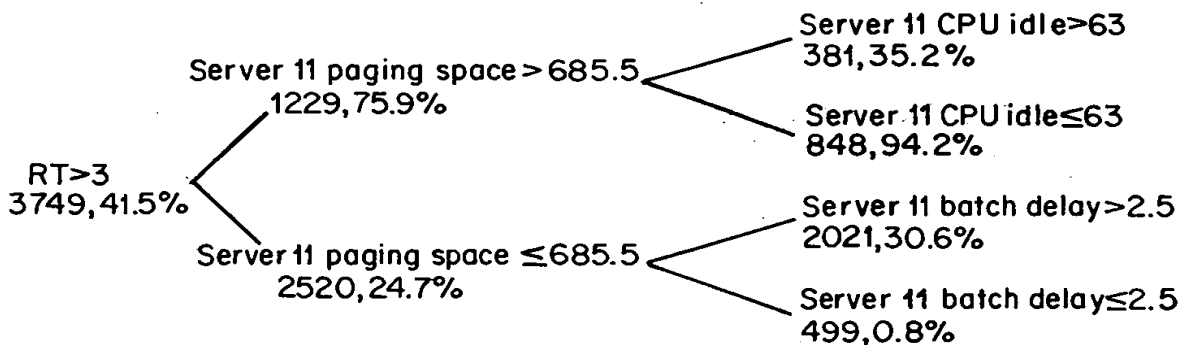


Fig. 30

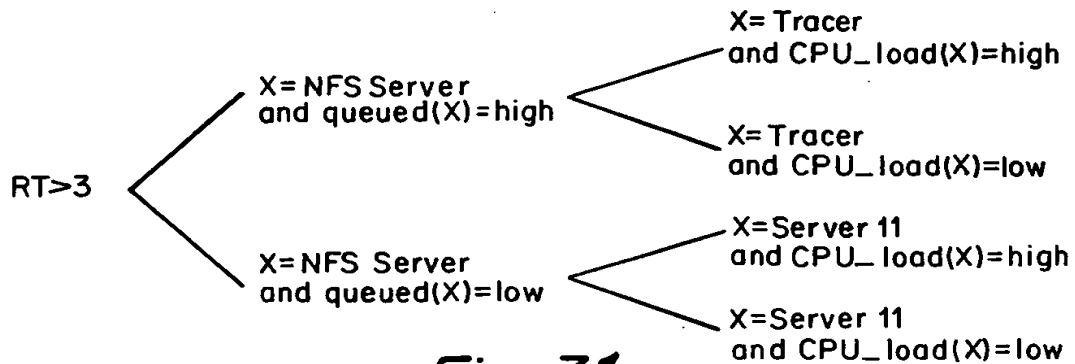


Fig. 31

Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)				\$___	
Response Time	___ (select 2-5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
Total:					\$___	
<div style="display: flex; justify-content: space-between;"> <i>Go Back</i> <i>(Month)</i> <i>Go Forward</i> </div>						
Default: Availability___ Response time___ Security___ Integrity___						
<div style="display: flex; justify-content: space-around;"> Send Cancel </div>						

Fig. 32

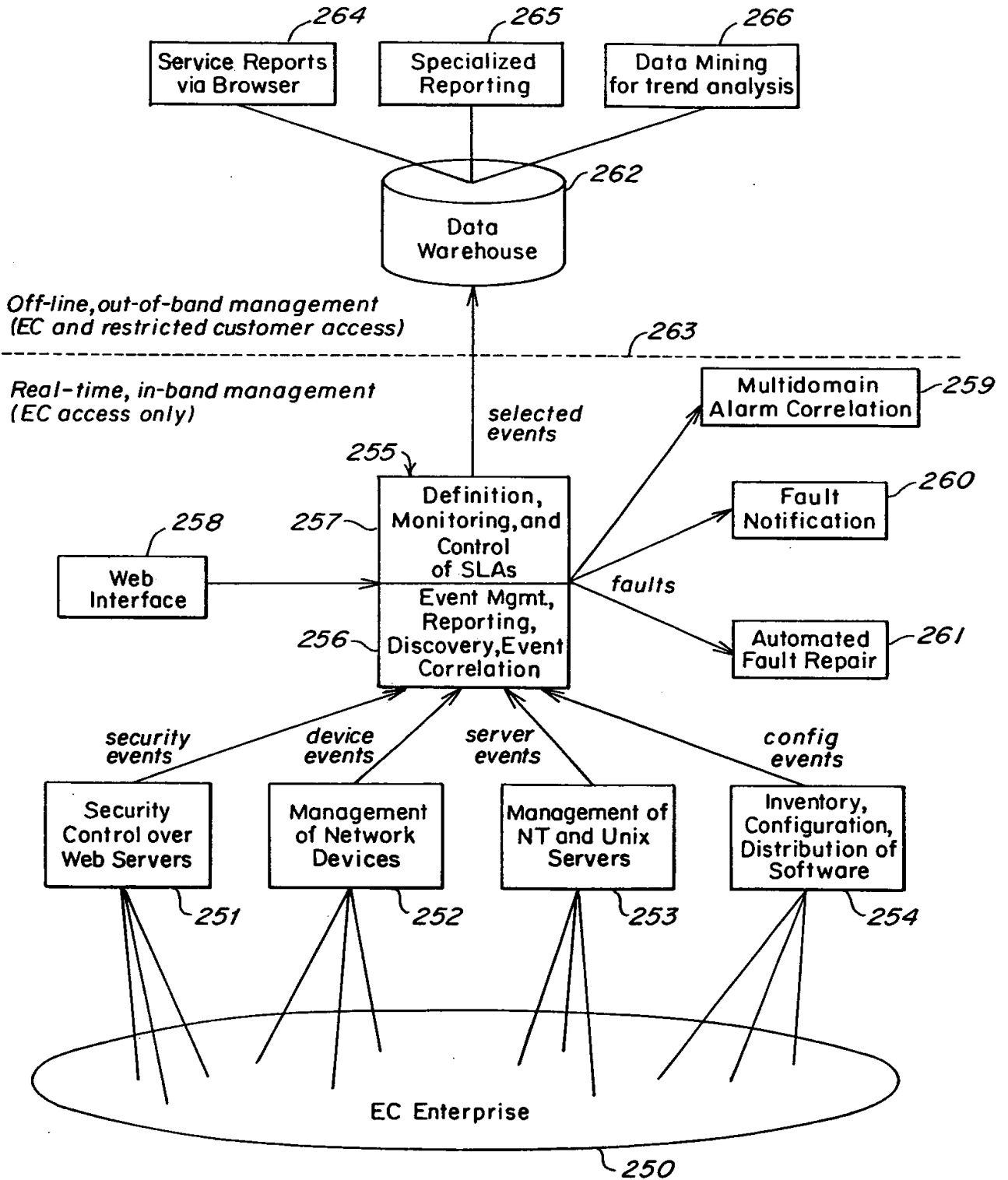


Fig. 33

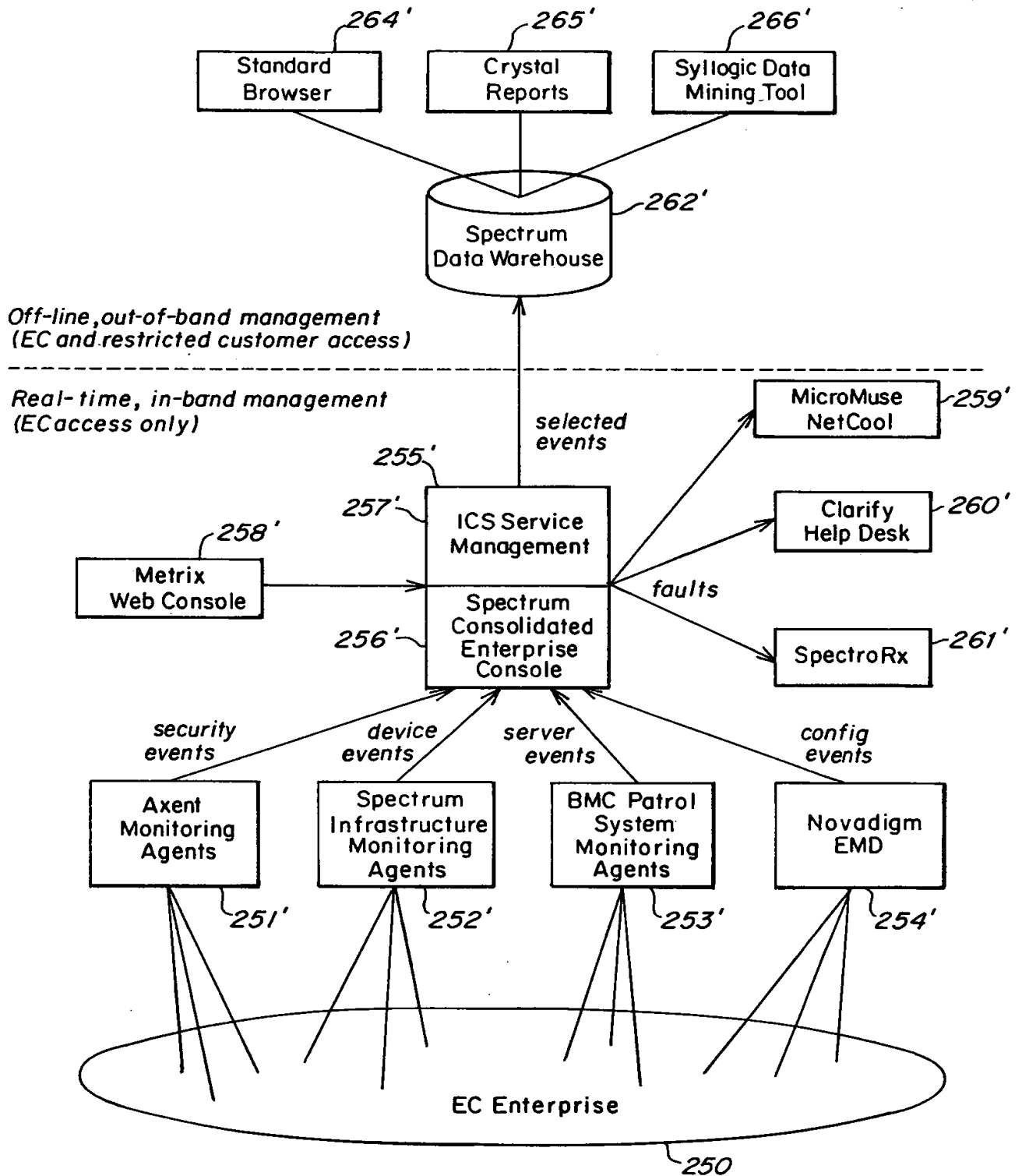


Fig. 34

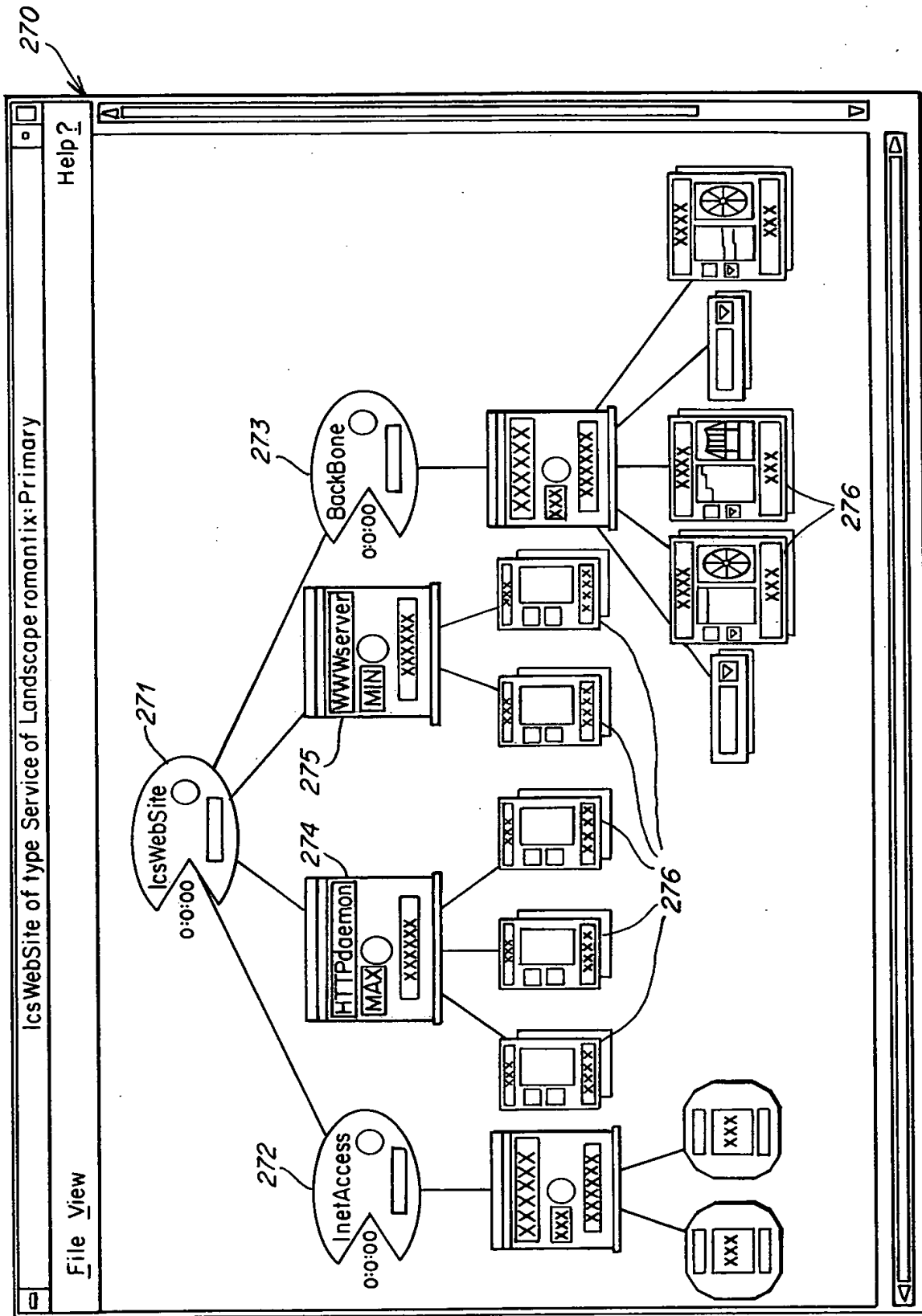


Fig. 35

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IT for Dev of type SLA of Landscape romantix:Primary ☐ Help ?

File View

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs
 Tuesday from 08:30 hrs to 17:30 hrs
 Wednesday from 08:30 hrs to 17:30 hrs
 Thursday from 08:30 hrs to 17:30 hrs
 Friday from 08:30 hrs to 16:00 hrs
 Saturday from [] hrs to [] hrs
 Sunday from [] hrs to [] hrs
 Holiday from [] hrs to [] hrs

Holiday Dates
 1,1,1,5,3,10,25,12,26,12

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ICS IT SLA_Container of Landscape ☐ Help ?

File View

Service Level Agreements
 xxx xxx

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Monitor Definition

Monitor Name: Downtime per week

Alarm Counter
 xxxxxx [] xxxxx
 xxxxxx [] xxxxxx
 xxxxxx [] xxxxxx

Unavailability
 xxxxxx [] xxxxx [] xxxxxx

Fixed Period
 xxxxxxxxxxxx [] xxxxxx []

Rolling Period
 xxxxxxxxxxxx [] xxxxxx []

if any threshold has been exceeded create an Alarm [] with Severity 100

Create Monitor

Cancel

Fig. 36

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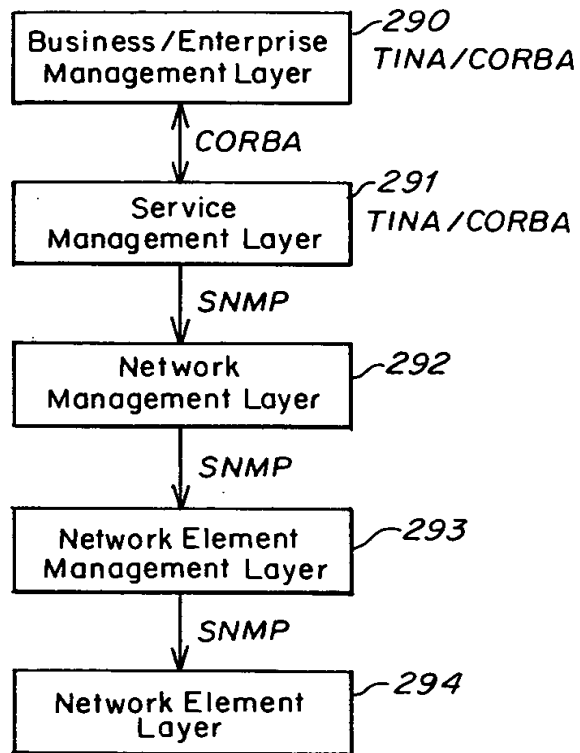


Fig. 37

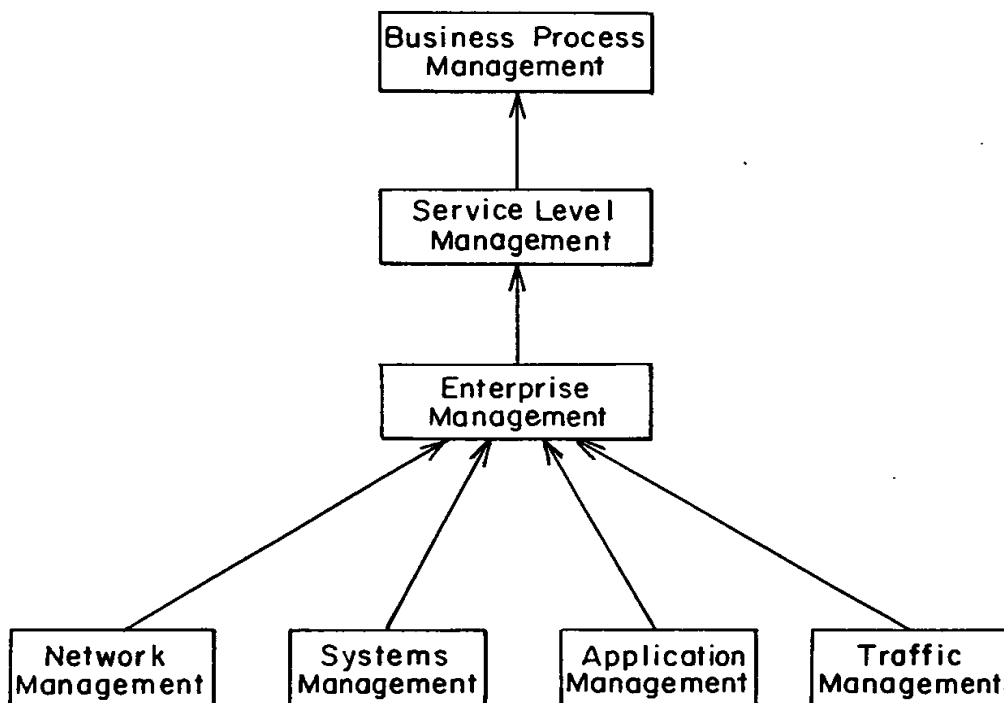


Fig. 38